

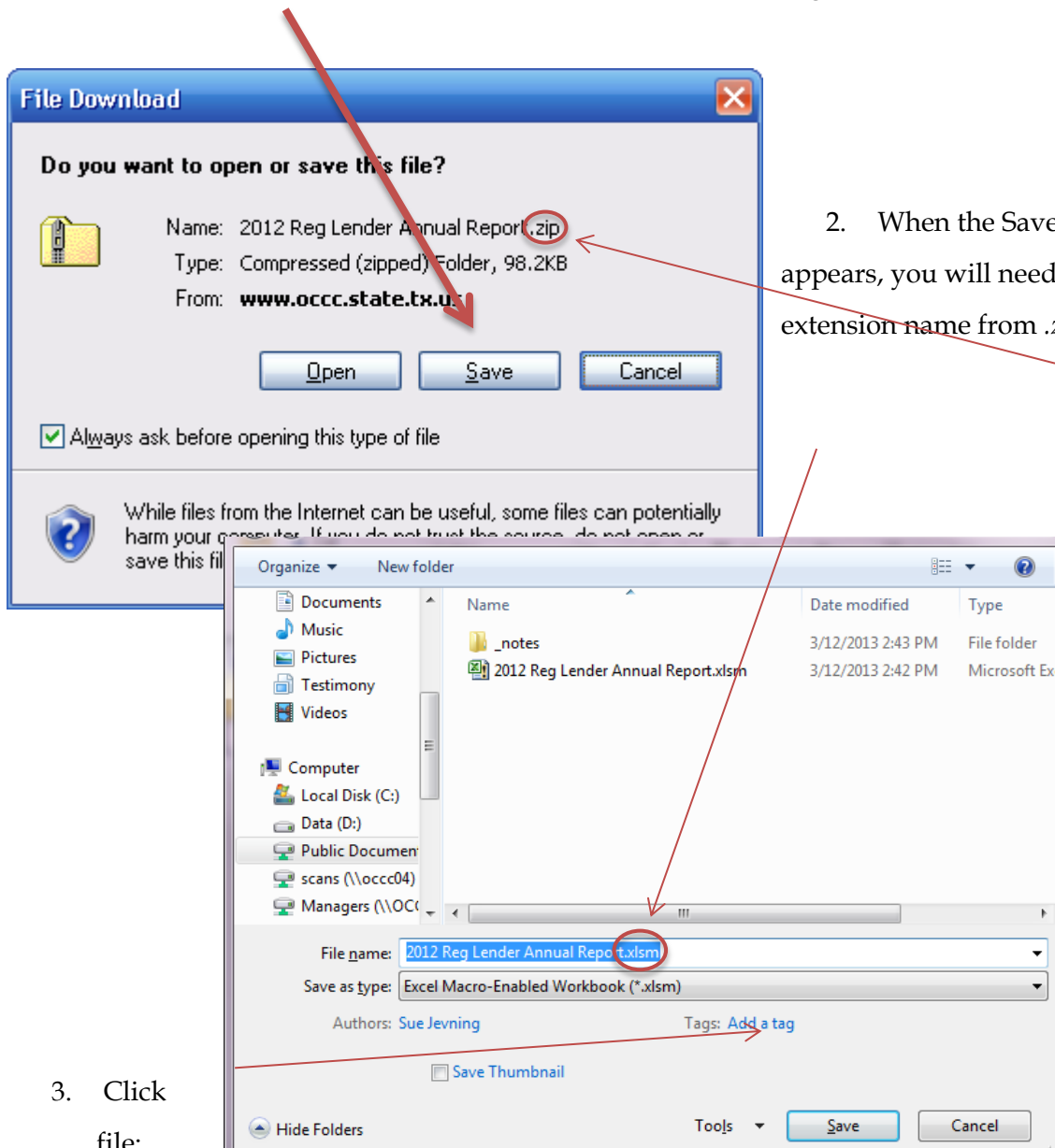
## Troubleshooting Tips:

### Download of 2014 Property Tax Lender Annual Report

*Note: the images below use a file name for the Regulated Lender Annual Report. The troubleshooting tips presented apply to the 2014 Property Tax Lender Annual Report as well.*

When downloading the 2014 Annual Report (Excel Workbook), you may receive the following dialog box asking you to save a zipped version of the file. If you receive such a message:

1. Click on the Save/Save As button as provided in the dialog box.



2. When the Save/Save As dialog box appears, you will need to change the file extension name from .zip to .xlsx.

3. Click file:

*Report.xlsx*

4. Changing the file extension during allows you to save a fully functional version of the Excel workbook.

“Save” to save your 2014 Reg Lender Annual